

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

RETAIL ACCESS OPTIMIZATION INITIATIVE, 2011

Docket No. N2011-1

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS BOLDT
TO QUESTION POSED BY COMMISSIONER HAMMOND
DURING CROSS-EXAMINATION ON SEPTEMBER 8, 2011
(Tr. Vol. 1, Page 557, Line 16)**

The United States Postal Service hereby provides the response of witness James Boldt to a question posed by Commissioner Hammond during the evidentiary hearing on September 8, 2011. The question is paraphrased and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS BOLDT
TO QUESTION POSED DURING ORAL CROSS-EXAMINATION**

Tr. Vol. 1, Page 557, Line 16:

COMMISSIONER HAMMOND: What kind of postal training would an approved shipper receive?

RESPONSE

A copy of the USPS product guide provided to Approved Shippers as a training tool and for use in their operations is attached to this response. The guide is supplemented by digital video training materials that will be filed in USPS Library Reference N2011-1/16.



Product Guide

August 2009

Attachment to response to Question
at Tr. Vol. 1, page 557, line 16



Product Guide

August 2009

Introduction

The purpose of this document is to provide a ready reference guide to USPS® Approved Shippers, who can use this material for assistance when offering Postal Service™ products and services. Up-to-date and detailed information regarding Postal Service products and services presented in this guide are available at www.usps.com.

This document is a guide to Postal Service products and services and does not replace information in *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM®) or the *International Mail Manual* (IMM). The most recent editions of the DMM and the IMM are available online at <http://pe.usps.com>. If there are any differences between this guide and the DMM and/or IMM, the DMM and/or IMM take precedent.

This guide also includes sections on aviation mail security/hazardous materials requirements, collections, security, signage, and online resources.

Contact Information

In the spaces below, fill in the information for your local postmaster or station manager, who is your contact for USPS Approved Shipper questions.

Name: _____

Address: _____

Phone: _____

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1 Overview of USPS Products and Services

Domestic Products

Exhibit 1-1 provides an overview of domestic products.

Exhibit 1-1

Domestic Products and Services

Product	Length		Height		Thickness	
	Minimum	Maximum	Minimum	Maximum	Minimum	Maximum
Postcard	5 in.	6 in.	3-1/2 in.	4-1/4 in.	0.007 in.	0.016 in.
Letter (not more than 3.5 oz in weight*)	5 in.	11-1/2 in.	3-1/2 in.	6-1/8 in.	0.007 in.	1/4 in.
Large Envelope (Rectangular, uniformly thick and flexible)*	11-1/2 in.**	15 in.	6-1/8 in.**	12 in.	1/4 in.**	3/4 in.
Package	Length + girth (distance around the thickest part of package) cannot exceed 108 inches. The oversized price applies to Parcel Post items over 108 inches, but no more than 130 inches length+girth. Weight cannot exceed 70 pounds. Some shapes such as tubes and square envelopes might require additional postage. Items that are too flimsy or too stiff to be processed by machine might also require additional postage.					

* reference DMM

** Large Envelope - must exceed one or more of these minimums, but not necessarily all three.

Sizes for Domestic Mail

Overview

The minimum size for a First-Class Mail postcard or letter is 5 inches long, 3-1/2 inches high, and 0.007 inch thick.

All mail must meet the following standards:

- Thickness: Not less than 0.007 inch thick. Pieces that are 1/4 inch thick or less must be at least 3-1/2 inches high, 5 inches long, and rectangular in shape
- Combined length and girth: Not more than 108 inches — except for Parcel Post items, which may not exceed 130 inches. Girth is the distance around its thickest part perpendicular to the length. For letters, length is the dimension parallel to the address as read. For parcels, length is the longest side.
- Weight: Not more than 70 pounds

Keys and identification devices are exempted from these requirements.

Nonmachinable Surcharge for First-Class Mail Single Piece Letters

First-Class Mail Letters that meet one or more of the nonmachinable characteristics in DMM 101.1.2 are to be charged the nonmachinable surcharge.

A letter-size piece is nonmachinable if it has one or more of the following characteristics (see DMM 601.1.4 to determine the length, height, top, and bottom of a mailpiece):

- Has an aspect ratio (length divided by height) of less than 1.3 or more than 2.5
- Is polybagged, polywrapped, or enclosed in any plastic material
- Has clasps, strings, buttons, or similar closure devices
- Contains items such as pens, pencils, or loose keys or coins that cause the thickness of the mailpiece to be uneven (see DMM 601.2.3, Odd-Shaped Items in Paper Envelopes)
- Is too rigid (does not bend easily when subjected to a transport belt tension of 40 pounds around an 11-inch diameter turn)
- For pieces more than 4-1/4 inches high or 6 inches long, the thickness is less than 0.009 inch
- Has a delivery address parallel to the shorter dimension of the mailpiece
- Is a self-mailer, not prepared according to DMM 201.3.14.1
- Is a booklet that is not prepared according to DMM 201.3.14.2.

Postcard Dimensions

The dimensions required for a postcard are as follows:

- Minimum: Not less than 3-1/2 inches high, 5 inches long and 0.007 inch thick
- Maximum: Not more than 4-1/4 inches high or more than 6 inches long or greater than 0.016 inch thick

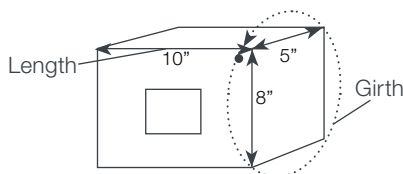
Measuring Parcels

For parcels, length is the measurement of the longest dimension, and girth is the measurement around the thickest part (perpendicular to the length).

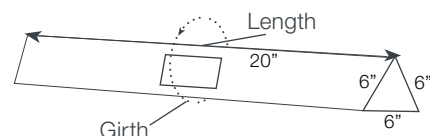
Exhibit 1-2 provides examples of measuring parcels.

Exhibit 1-2

Measuring Parcels



$$\begin{aligned}\text{Length} &= 10'' \\ \text{Girth} &= (8+5+8+5)=26'' \\ \text{Length} + \text{Girth} &= 36''\end{aligned}$$



$$\begin{aligned}\text{Length} &= 20'' \\ \text{Girth} &= (6+6+6)=18'' \\ \text{Length} + \text{Girth} &= 38''\end{aligned}$$

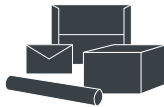




Measurement	Maximum
Length + Girth	108 inches
Weight	70 pounds

Choosing a Service for Mailing

Exhibit 1-3 provides an overview and selections among various services — Express Mail service, Priority Mail service, First-Class Mail service, Parcel Post service, and Media Mail services.

Exhibit 1-3

Choosing a Service for Mailing

Shape	Max. Weight	Content	Speed	Cost ¹	Service
	70 lbs.	Any mailable item ²	1–2 days money-back guarantee	\$\$\$ Based on weight and distance	Express Mail
	70 lbs.	Any mailable item ²	2–3 days (average)	\$\$ Based on weight and distance if over 1 lb.	Priority Mail
	13 oz. for large envelopes and parcels, 3.5 oz. for letters and postcards	Any mailable item ²	1–3 days	\$\$ Based on weight and shape	First-Class Mail
	70 lbs.	Merchandise and gifts	2–9 days ³	\$ Based on weight, distance, and shape	Parcel Post
	70 lbs.	Media	2–9 days ³	\$ Based on weight	Media Mail ⁴

¹ For specific costs, see the DMM. In this table, the relative cost is indicated by the number of dollar signs (“\$”).

² Certain hazardous materials are excluded.

³ Except Alaska and Hawaii.

⁴ Consult the DMM for restrictions.

Zone Charts

Zone information is used to compute Express Mail, Priority Mail and Parcel Post prices. Zone Charts identify the appropriate distance code assigned to each originating and destinating ZIP Code pairing for every ZIP Code in the nation. These distance codes, referred to as “zones,” are designated with numeric references of “1” through “8”; in some cases, destinating zones that are located near the originating zone are designated “local” zones. Zone charts create a ZIP Code matrix based on origination and destination of the mailing and identify the correct zone for the distance.

The Zone Chart Program provides a 1-page zone chart for origin ZIP Codes; go to <http://pe.usps.com> and click on Zone Charts.

Adding Extra Services

Information on extra services, such as Insurance, Certified Mail, Delivery Confirmation service, and Signature Confirmation™ service, are available online at www.usps.com. USPS-Approved Shippers will find it advantageous to use online services for their customers' shipping and mailing needs.

Delivery Confirmation and Signature Confirmation services purchased online are charged at a lower electronic price. Tracking information is available online *only*.

Exhibit 1-4 shows some extra services (protection and confirmation services) available with various mailing services at USPS Approved Shipper locations.

Exhibit 1-4

Protection and Confirmation Features Available With Various Mailing Services

Service	Protection in Transit	Confirmation of delivery
Express Mail	Insurance — \$100 coverage already included, more can be added	Provides signature proof of delivery upon request and tracking information
Priority Mail	Insurance up to \$5000 at Post Offices and up to \$500 at APCs and online	Certified Mail Delivery Confirmation Signature Confirmation
First-Class Mail, if it contains matter that may be mailed as Standard Mail or Package Services	Insurance up to \$5000 at Post Offices and up to \$500 at APCs and online	Certified Mail Delivery Confirmation (parcels only) Signature Confirmation (parcels only)
Package Services	Insurance up to \$5000 at Post Offices and up to \$500 at APCs and online	Delivery Confirmation (parcels only) Signature Confirmation (parcels only)
Media Mail	Insurance up to \$5000 at Post Offices and up to \$500 at APCs and online	Delivery Confirmation (parcels only) Signature Confirmation (parcels only)

See Publication 370 for more information about Extra Services

Accepting Accountable Items

A USPS-Approved Shipper is authorized to accept the following accountable items from customers to give to letter carriers or for mailing at the Post Office:

- a. Insured items
- b. Express Mail items
- c. Certified Mail items
- d. Delivery Confirmation items
- e. Signature Confirmation items

A USPS Approved Shipper cannot accept Registered Mail items.

Mailing customers who require articles to be round dated must go to their local Post Office.

2 Retail Services

Express Mail

Overview

Express Mail is the Postal Service's fastest service for time-sensitive letters, documents, or merchandise. It offers next-day and second-day delivery nationwide — and comes with a money-back guarantee.

Express Mail items need to be mailed by a scheduled acceptance time. A USPS Approved Shipper *must* coordinate this time with its local Post Office in order to provide correct service commitments to its customers. If delivery is not made or attempted by the specified time period (depending on the destination), postage is fully refunded, upon application. Some restrictions apply; please check with the local Post Office for details.



Express Mail Features

Express Mail offers the following features:

- a. Next day delivery by noon or by 3:00 p.m. to many destinations
- b. Delivery to most addresses in the United States
- c. Express Mail Corporate Account. Provide customer with ease of use and payment options. Go to usps.com/shipping/corporate-accounts.htm
- d. Package Pickup. Request free Package Pickup by calling 1-800-ASK-USPS or go to <http://usps.com/pickup>
- e. Automatically insured against loss or damage up to \$100 free of charge
- f. Tracking information available at no extra charge
- g. Shipping supplies available at no extra charge
- h. Convenient flat-rate envelopes. Ship urgent documents to any state in the U.S., Puerto Rico, Guam, or the Virgin Islands for one low price for any amount of material that reasonably fits within the packaging, up to 70 pounds.

Express Mail

Express Mail prices are zone-based and based on weight and distance, which is consistent with standard industry practices.

Commercial Base Prices

Express Mail commercial base prices are less than Express Mail retail prices (see Notice 123-Price List). These prices apply to:

- a. Customers who use an Express Mail Corporate Account (EMCA), including Federal Agency Accounts.
- b. Click-N-Ship customers.
- c. Registered end-users of USPS-approved PC Postage providers when using a qualifying shipping label managed by the PC Postage system used.
- d. Customers who pay postage using information-based indicia (IBI) postage meters when using an Express Mail shipping label.

Commercial Plus Prices

Commercial plus prices are less than Express Mail commercial base prices. Commercial plus pricing is available to existing customers whose cumulative account volume exceeds 6,000 pieces in the previous four quarters or who have a customer commitment agreement with the USPS (see DMM 413.1.4.2) and who are:

- a. Express Mail Corporate Account (EMCA) customers, including Federal Agency Accounts.
- b. Registered end-users of USPS-approved PC Postage product when using a qualifying shipping label managed by the PC Postage system used.

Commercial plus prices are available for new Express Mail customers who have a customer commitment agreement with the USPS. Shippers must contact their account manager or the office of Commercial Pricing at cpp@usps.gov for additional information.

Express Mail Prices

For weights up to 70 pounds, use the Domestic Price Calculator available at www.usps.com; click on *Calculate Postage* and then, under “Calculate Domestic Postage,” click on the Go button. For complete Express Mail prices, go to <http://pe.usps.com>; click on either *Price List (Notice 123)* or *Domestic Mail Manual (DMM)*.

Express Mail Flat Rate Envelope

For matter sent in an Express Mail Flat Rate Envelope provided by the Postal Service, the price remains the same, regardless of weight or destination.

Legal-size Express Mail Flat Rate envelope allows for sending important documents without folding.

Extra Services Available

The following extra services are available for additional fees:

- a. Insurance. Additional insurance coverage is available for merchandise valued up to \$5,000.
- b. Return Receipt (PS Form 3811). The mailer receives a receipt with the date of delivery and the recipient’s signature.
- c. Hold For Pickup service available at 31,000 locations.

- d. COD service allows the Postal Service to deliver an item and collect payment and postage from the recipient.
- e. Express Mail Corporate Account benefits include tracking mailing costs and shipments with a detailed activity report.

Express Mail Tracking Information and Supplies

USPS Approved Shippers can order Express Mail supplies and labels, arrange pickup service, obtain delivery information between ZIP Code locations, and determine delivery status by calling Customer Service at 800-222-1811 or by going online to www.usps.com.

USPS Approved Shippers can also order Express Mail supplies and labels online at <http://supplies.usps.gov>.

Addressing

Each piece should include a complete delivery address with correct ZIP Code or ZIP+4 code. All packages must use an Express Mail label.

Characteristics and Content

Maximum weight is 70 pounds. Maximum length and girth combined is 108 inches. Weight and size limitations vary for international and military service (see the *IMM*, *DMM* or the local postmaster for more information).

Collection

A USPS Approved Shipper *must* coordinate Express Mail collection times with its local Post Office in order to meet service commitments for customers.

Guarantees

Express Mail delivery guarantees are available from the local Post Office.

Express Mail Postage Refund

A claim for a refund for Express Mail postage may be made only by the mailer (the sender of an Express Mail item or the holder of the Express Mail Corporate Account used to pay for postage). The mailer must file this claim at the local Post Office.

Waiver of Signature

The mailer may waive the signature of the recipient by checking the waiver of signature block and signing the waiver box on the Express Mail label. Completion of the waiver of signature authorizes the delivery employee to sign upon delivery. The item is delivered to the addressee's mail receptacle or other secure location. Additional merchandise insurance is void if the mailer requests waiver of signature.

Priority Mail Service

Overview

Priority Mail service is used for documents, gifts, and merchandise. Any mailable item may be sent as Priority Mail. The maximum weight is 70 pounds. The maximum size is 108 inches or less in combined length and girth. Mark each package "Priority Mail" on the address side of each piece or use a USPS-provided Priority Mail envelope or box.

Priority Mail Features

Priority Mail service offers the following features:

- a. Expedited delivery of packages at economical prices.
- b. 2-3 day delivery.
- c. Lowest price of any major shipper on shipments up to 5 lbs.
- d. Delivery to all U.S. addresses, plus PO box addresses and most military addresses.
- e. 6-day delivery week (Saturdays included at no extra charge).
- f. Convenient flat-rate envelopes at no additional charge. There is one low price for any amount of material that the envelope can reasonably hold.
- g. Convenient flat-rate boxes in four different sizes at no additional charge. For complete Priority Mail prices, go to <http://pe.usps.com>; click on either Price List or Domestic Mail manual.
- h. Easy solutions for customer returns with Merchandise Return Service.
- i. Free forwarding and return services for undeliverable shipments.
- j. No surcharges.

Priority Mail Supplies

Priority Mail envelopes, labels, and boxes are available at no additional charge at most Post Offices or by calling Customer Service at 800-222-1811 or online at <http://supplies.usps.gov>. (Some items may not be available at Post Office branches).

Commercial Base Prices

The commercial base prices are available for:

- a. Click-N-Ship customers.
- b. Registered end-users of USPS-approved PC-Postage products when using a qualifying shipping label managed by the PC Postage system used.
- c. Customers using permit imprint when a postal routing barcode matching the destination ZIP Code is on the mailpiece (see DMM 708.5.0). Flat-shaped mailpieces (see 301.1.1) with permit imprints may bear a POSTNET or Intelligent Mail barcode (see DMM 708.4.0) instead of the postal routing barcode.
- d. Priority Mail Open and Distribute customers using permit imprint when a Service barcode containing a unique service type code 55 is on the address label under DMM 705.16.5.7.
- e. Customers who pay postage using information-based indicia (IBI) postage meters in conjunction with an approved shipping label that bears a confirmation services barcode with a postal routing code (see DMM 708.5.0).

Commercial Plus Prices

Commercial Plus prices are available to existing Priority Mail customers that are:

- a. Registered end-users of USPS-approved PC-Postage products who qualify for commercial base prices and whose account volume exceeds 100,000 pieces in the previous calendar year or who have a customer commitment agreement with the USPS (see DMM 423.1.3.2).
- b. Permit imprint customers who qualify for commercial base prices and whose account volume exceeds 100,000 pieces in the previous calendar year or who have a customer commitment agreement with the USPS (see DMM 423.1.3.2).
- c. Priority Mail Open and Distribute (PMOD) customers who qualify for commercial base prices and whose account volume exceeds 600 PMOD containers (see DMM 705.16.5.1) in the previous calendar year or who have a customer commitment agreement with the USPS (see DMM 423.1.3.2).

Commercial plus prices are available for new Priority Mail customers who have a customer commitment agreement with the USPS. Shippers must contact their account manager or the Office of Commercial Pricing at cpp@usps.gov.

Priority Mail Prices

For complete Priority Mail prices, go to <http://pe.usps.com>; click on either *Price List (Notice 123)* or *Domestic Mail Manual (DMM)*. The Zone Chart Program provides a 1-page zone chart for origin ZIP Codes; go to <http://pe.usps.com> and click on *Zone Charts*.

To calculate Priority Mail prices for all weights without using a Zone Chart, use the Domestic price Calculator available at www.usps.com; click on *Calculate Postage* and then, under "Calculate Domestic Postage," click on the *Go* button.

Priority Mail "Balloon Price"

In Zones 1-4 (including local), parcels weighing less than 20 pounds but measuring more than 84 inches in combined length and girth (though not more than 108 inches) are charged the applicable price for a 20-pound parcel (balloon price).

Low-Density Parcels

Priority Mail parcels addressed for delivery to zones 5-8 exceeding one cubic foot (1,728 cubic inches) are charged, based on the actual weight or the dimensional weight, whichever is greater. To calculate dimensional weight:

- a. For box-shaped parcels, the dimensional weight, in pounds, is calculated as the length times the width times the height, all in inches. If the result exceeds 1.728, divide by 194 and round up to the next whole pound to determine the dimensional weight.
- b. For irregularly-shaped parcels (not appearing box-shaped), the dimensional weight, in pounds, is calculated as the length times the width times the height at their maximum cross-sections, all in inches multiplied by an adjustment factor of 0.785. If the result exceeds 1.728, divide by 194 and round up to the next whole pound to determine the dimensional weight. If the dimensional weight exceeds 70 pounds, the mailer pays the 70 pound price.

Priority Mail Flat-Rate Envelope

For matter sent in a Priority Mail Flat Rate envelope provided by the Postal Service, the price is the same, regardless of weight or destination.

Priority Mail Flat-Rate Box

For matter sent in Priority Mail Flat Rate Boxes provided by the Postal Service, the price is the same, regardless of weight (up to a maximum of 70 pounds) or destination.

Addressing

Each piece should include complete delivery and return addresses with correct ZIP Code or ZIP+4 code. For further information, go to <http://pe.usps.com> and click on *Domestic Mail Manual (DMM)*.

Characteristics and Content

The maximum combined length and girth is 108 inches. The maximum weight is 70 pounds. For further information, go to <http://pe.usps.com> and click on *Domestic Mail Manual (DMM)*.

First-Class Mail Overview

First-Class Mail service is used for personal and business correspondence. Any nonrestricted mailable item may be sent by First-Class Mail. It includes postcards, letters, large envelopes, and small packages. The maximum weight is 13 ounces. Pieces over 13 ounces must be sent by Priority Mail or Express Mail.

First-Class Mail Prices

First-Class Mail prices are charged by the shape of the mail. For complete price information, go to <http://pe.usps.com>: click on either Price List or Domestic Mail Manual (DMM).

For pieces weighing more than 13 ounces, see the Priority Mail section.

Addressing

Each piece should include complete delivery and return addresses with correct ZIP Code or ZIP+4 code. For further information, go to <http://pe.usps.com> and click on *Domestic Mail Manual (DMM)*.

Characteristics and Content

The minimum size for a First-Class Mail postcard or letter is 5 inches long, 3-1/2 inches high, and 0.007 inch thick.

Nonmachinable Surcharge

A letter-size piece is nonmachinable if it has one or more of the following characteristics (see DMM 601.1.4 to determine the length, height, top, and bottom of a mailpiece):

- a. Has an aspect ratio (length divided by height) of less than 1.3 or more than 2.5
- b. Is polybagged, polywrapped, or enclosed in any plastic material
- c. Has clasps, strings, buttons, or similar closure devices
- d. Contains items such as pens, pencils, or loose keys or coins that cause the thickness of the mailpiece to be uneven (see DMM 601.2.3, Odd-Shaped Items in Paper Envelopes)

- e. Is too rigid (does not bend easily when subjected to a transport belt tension of 40 pounds around an 11-inch diameter turn)
- f. For pieces more than 4-1/4 inches high or 6 inches long, the thickness is less than 0.009 inch
- g. Has a delivery address parallel to the shorter dimension of the mailpiece
- h. Is a self-mailer not prepared according to DMM 201.3.14.1.
- i. Is a booklet that is not prepared according to DMM 201.3.14.2.

The letter price applies to pieces that:

- a. Do not exceed 3.5 ounces in weight
- b. Exhibit a length between 5 and 11.5 inches
- c. Exhibit a height between 3.5 and 6.125 inches
- d. Exhibit a thickness between 0.007 and 0.25 inches

Flats

The flat-prices apply to pieces that are rectangular, uniformly thick, and flexible and have the following dimensions:

- a. A length more than 11.5 inches, or a height more than 6.125 inches or a thickness more than 0.25 inches
- b. A length not more than 15 inches or a height not more than 12 inches or a thickness not more than 0.75 inches.

Parcel

The parcel prices apply to pieces that are not eligible for letter or flat-prices as defined above.

Forever Stamp

Postage for the first ounce of First-Class Mail single-piece letter may be paid through the application of a Forever Stamp. The Forever Stamp is sold at the prevailing price for single-piece letters, first ounce. Once purchased, the Forever Stamp may be used for first ounce letter postage at any time in the future, regardless of the prevailing price at the time of use.

Parcel Post Service

Overview

To compute Parcel Post prices, go to Postal Explorer at <http://pe.usps.com> and click on "Retail/Single Piece" under Price Calculators in the left frame. For zone charts, click on "Zone Charts." The maximum weight is 70 pounds. The maximum size is 130 inches in combined length and girth around the thickest part.

Parcel Post "Balloon Price"

Items that weigh less than 20 pounds but measure more than 84 inches and less than 108 inches in combined length and girth must pay the 20-pound Parcel Post zoned price.

Parcel Post Nonmachinable Price

A nonmachinable price applies to certain items — including packages weighing less than 6 ounces or more than 35 pounds (25 pounds for books and printed matter) — and to certain shapes (e.g., tubes, rolls, and small and large packages).

Mark each package “Parcel Post” in the postage area.

Parcel Post Prices

To calculate prices for Parcel Post, use the Domestic Price Calculator available at www.usps.com; click on *Calculate Postage* and then, under “Calculate Domestic Postage,” click on the *Go* button.

For complete Parcel Post prices, go to <http://pe.usps.com>; click on either *Price List (Notice 123)* or *Domestic Mail Manual (DMM)*. The Zone Chart Program provides a 1-page zone chart for origin ZIP Codes; go to <http://pe.usps.com> and click on *Zone Charts*.

Parcel Post Oversize Price

The Parcel Post oversize price applies to pieces that measure more than 108 inches but not more than 130 inches in combined length and girth.

Media Mail

Media Mail is available for items that meet certain eligibility requirements.

For complete information on Media Mail eligibility requirements and prices, go to <http://pe.usps.com>; click on either *Price List (Notice 123)* or *Domestic Mail Manual (DMM)*.

3 International Mail

Regardless of any statement contained in this guide, the burden rests with the mailer to ensure that he or she has complied with the prescribed laws and regulations governing domestic and international mail, both those of the United States and those of the destination country. Information about international products and services can be found in the *International Mail Manual (IMM)*, which is available online (go to <http://pe.usps.com>; click on *International Mail Manual (IMM)*) and also at the online International Resource Center at www.usps.com/global/intlresourcecenter.htm.

Politics and economics can change global mailing conditions. The latest information on global mailing conditions can be found at www.usps.com/global/serviceupdates.htm.

International Resource Center

The Postal Service provides an online International Resource Center at www.usps.com/global/intlresourcecenter.htm. This site provides assistance with the following issues:

- a. Order supplies online
- b. International Price Calculator
- c. Prices
- d. Payment methods
- e. International addressing standards
- f. Customs
- g. International forms
- h. International inquiries and claims

The International Resource Center also allows mailers to order supplies online and provides links to the international price calculator and to the IMM.

Customs Forms

Customers might need to complete customs forms depending on the contents and weight of the mailpiece. Only two customs declaration forms are used, as required under IMM 123.6, for international mail:

- a. PS Form 2976, *Customs Declaration CN 22 — Sender's Declaration* (green label);
- b. PS Form 2976-A, *Customs Declaration and Dispatch Note — CP 72*.
Note : PS Form 2976-E, *Customs Declaration Envelope — CP 91*, is used as a carriage document for PS Form 2976-A.

Exhibit 3-1 provides guidance on required customs forms.

Exhibit 3-1

Customs Declaration Forms Usage

Type of Item	Declared Value, Weight, or Physical Characteristic	Required PS Form	Comment
Global Express Guaranteed Items			
All items.	All values	6182	PS Form 6182, <i>Commercial Invoice</i> , is required for certain commodities and destinations. For determination, see Publication 141, <i>Global Express Guaranteed Service Guide</i> .
Express Mail International Items			
All items.	All values	2976 or 2976-A	Required customs forms and endorsements vary by country and are specified in the Individual Country Listings.
Priority Mail International Items Except Flat-Rate Envelope and Small Flat-Rate Box			
All Priority Mail International items except the flat-rate envelope and small flat-rate box.	All values	2976-A	Except for the Priority Mail International flat-rate envelope and small flat-rate box, all items mailed in USPS-produced Priority Mail International packaging or any other container bearing a Priority Mail sticker or marked with the words "Priority Mail" are considered to be within the scope of this requirement.
Priority Mail International Flat-Rate Envelope (Maximum weight limit: 4 pounds)			
All Priority Mail International flat-rate envelopes containing only documents except for the known mailer exemption described in the entry below.	Under 16 ounces, no more than 3/4 inch thick, and uniformly thick	None*	
	16 ounces or more, more than 3/4 inch thick, or not uniformly thick	2976	
All Priority Mail International flat-rate envelopes containing only documents that are entered by a known mailer as defined in 123.62.	No more than 3/4 inch thick and uniformly thick	None*	
	More than 3/4 inch thick or not uniformly thick	2976	
All Priority Mail International flat-rate envelopes containing potentially dutiable contents, regardless of weight.	\$400 or less	2976	Merchandise is permitted unless prohibited by the destination country.
	Over \$400	Prohibited	Items over \$400 must be mailed using Global Express Guaranteed service, Express Mail International service, or Priority Mail International service (other than the flat-rate envelope or small flat-rate box).
Priority Mail International Small Flat-Rate Box (Maximum weight limit: 4 pounds)			
All Priority Mail International small flat-rate boxes, regardless of contents.	\$400 or less	2976	Merchandise is permitted unless prohibited by the destination country.
	Over \$400	Prohibited	Items over \$400 must be mailed using Global Express Guaranteed service, Express Mail International service, or Priority Mail International service (other than the flat-rate envelope or small flat-rate box).

Type of Item	Declared Value, Weight, or Physical Characteristic	Required PS Form	Comment
First-Class Mail International Letters and Large Envelopes (Flats), Including International Priority Airmail (IPA) Items and International Surface Air Lift (ISAL) Items (Maximum weight limit: 4 pounds)			
All letter-size and flat-size items, as defined in 243, containing only documents except for the known mailer exemption described in the entry below.	Under 16 ounces	None*	
	16 ounces or more	2976	
All letter-size and flat-size items, as defined in 243, containing only documents that are entered by a known mailer as defined in 123.62.		None*	
All items containing potentially dutiable contents, regardless of weight.	\$400 or less	2976	Merchandise is permitted unless prohibited by the destination country.
	Over \$400	Prohibited	Items over \$400 must be mailed using Global Express Guaranteed service, Express Mail International service, or Priority Mail International service (other than the flat-rate envelope or small flat-rate box).
First-Class Mail International Packages (Small Packets), Including IPA Items and ISAL Items (Maximum weight limit: 4 pounds)			
All First-Class Mail International packages (small packets), as defined in 243.4, regardless of contents.	\$400 or less	2976	Merchandise is permitted unless prohibited by the destination country.
	Over \$400	Prohibited	Items over \$400 must be mailed using Global Express Guaranteed service, Express Mail International service, or Priority Mail International service (other than the flat-rate envelope or small flat-rate box).
Free Matter for the Blind or Other Physically Handicapped Persons			
All items.	Follow above requirements for relevant mail category, as appropriate.	Follow above requirements for relevant mail category, as appropriate.	Free matter for the blind or other physically handicapped persons requires a customs form for all articles.
M-bags (Airmail, IPA Service, and ISAL Service)			
All M-bags	\$400 or less	2976	A fully completed PS Form 2976 must be affixed to PS Tag 158, M-bag Addressee Tag.
	Over \$400	Prohibited	

* Qualifying items must meet the physical characteristics in 243.34. For example, the following items do not meet this requirement and must bear a PS Form 2976: 1) Priority Mail International flat-rate envelopes that are not uniformly thick; 2) First-Class Mail International items claimed at the package price; and 3) IPA and ISAL packages (small packets) containing only documents

¹ Placement of forms: Use PS Form 2976 (green label) for Priority Mail International flat-rate envelope and First-Class Mail International items under \$400 in value and affix it to the outside of the package. If the value of the contents is \$400 or more, affix the upper portion of PS Form 2976 (green label) (cut on dotted line and discard the lower portion) to the outside of the package, complete a separate PS Form 2976-A, and enclose the form set inside the package.

² Free matter for the blind requires a customs form for all articles.

³ An M-bag requires a customs form when it contains potentially dutiable printed matter, and admissible merchandise items as defined in 261.22 or some combination thereof.

Note: Bulk business products, including International Surface Air Lift (ISAL) and International Priority Airmail (IPA), require customs forms based on package contents and weight as specified above and as required by the country of destination.

Express Mail International

Overview

Express Mail International service is an expedited mail service that can be used to send documents and merchandise to most country locations. Express Mail International now offers a date certain money-back guarantee to select destinations. To all other destinations, Express Mail International shipments are not guaranteed and are not eligible for refunds. See *IMM* for individual country listings.

Country specific maximum weight limits range from 22 pounds to 70 pounds. For the weight limit to a specific country, see the Individual Country Listings in the *International Mail Manual (IMM)*. The *IMM* is available online at <http://pe.usps.com>; click on *International Mail Manual (IMM)*.

Express Mail International Features

Express Mail International service offers the following features:

Express Mail International may be paid by postage stamps, postage validation imprinter (PVI) labels, postage meter stamps, information-based indicia (IBI), PC Postage™, or through the use of an Express Mail corporate account. Note: All mail weighing over 13 ounces bearing only postage stamps as postage must be taken to an employee at a retail service center at a post office, approved shipper, contract post office or community post office for deposit.

- a. Delivery to destinations in more than 190 countries.
- b. Expeditious handling in the destination country.
- c. All Express Mail domestic packaging can be used for international shipments.
- d. Express Mail flat-rate envelope now offers one price for Canada/Mexico and one price for all other countries.
- e. 8% discount for postage paid using combined mailing label and customs declaration form. Additional discounts for commercial shippers. Online tracking information available at no extra charge.
- f. Insurance coverage against loss, damage, or rifling up to \$100 at no extra charge. Mailers may purchase additional merchandise insurance coverage up to \$5,000. However, document reconstruction insurance coverage is limited to a maximum of \$100 per shipment.
- g. Return receipt service available at no extra charge for shipments sent to a limited number of countries. See IMM 221.4. (The IMM is available online; go to <http://pe.usps.com>; click on *International Mail Manual (IMM)*, and then go to section 221.4.)

Additional information about Express Mail International is available online at <http://pe.usps.com>; click on *International Mail Manual (IMM)*.

Priority Mail International

Overview

Priority Mail International service is a reliable, cost-effective way to send documents and merchandise to more than 200 countries.

Priority Mail International Features

Priority Mail International service offers the following features and benefits:

- a. All domestic packaging can be used for Priority Mail International shipments
- b. Flat-rate envelope and flat-rate boxes services available
- c. Combined online address and customs form, PS Form 2976-PMI or PS Form 2976-A-PMI
- d. Order packaging online
- e. 5% discount for postage paid online

Priority Mail International Flat Rate Envelopes and Small Flat Rate Box

Items which may be sent as First-Class Mail International can be sent in the Priority Mail International Flat Rate Envelope and Small Flat Rate Box provided that the contents fit securely. Priority Mail International offers two flat-rate envelope prices to: Canada and Mexico and all other countries. These two items are classified as letter post.

- a. 4 pound maximum weight limit
- b. No tracking
- c. No insurance
- d. Registered Mail service without insurance
- e. Customs PS Form 2976 (see IMM 123 chart on p. 18)

Priority Mail International Parcels

For packages weighing up to 70 pounds, Priority Mail International offers flat-rate box prices to: Canada and Mexico and all other countries. Flat-rate boxes come in two sizes, regular and large. The Regular Flat-Rate Box comes in two shapes. There is a 20 pound maximum weight limit on all flat-rate boxes.

- a. Tracking to major destinations
- b. Limited indemnity at no charge (see country listing at <http://pe.usps.com>)
- c. Insurance is available for a fee
- d. Requires Customs PS Form 2976-A

For more information about Priority Mail International service go to: <http://pe.usps.com>

First-Class Mail International

Overview

First-Class Mail International pieces are letter post items and includes mailpieces of differing shapes, sizes, and contents which weigh four pounds or less that are subject to the provisions of the Universal Postal Union letter-post Convention. First-Class Mail International items may contain any matter that can be mailed that is not hazardous or prohibited by the destination country.

At the sender's option, extra services, and return receipt may be added on a country-specific basis. Note: The term First-Class Mail International encompasses all of the classes of international letter-post mail (i.e., letter and letter packages, postcards and postal cards, printed matter, and small packets) that were formerly categorized as Airmail and Economy Letter-post.

Addressing

Destination Address

- a. Addresses must be printed in ink or typewritten. Pencil is unacceptable.
- b. The name and address of addressee must be written legibly with roman letters and Arabic numbers, all placed lengthwise on one side of the item. For parcels, addresses should also be written on a separate slip enclosed in the parcel.
- c. Addresses in Russian, Greek, Arabic, Hebrew, Cyrillic, Japanese, or Chinese characters must bear an interline translation in English of the names of the post office and country of destination. Global Express Guaranteed addresses must be written completely in English.
- d. The name of the sender and/or addressee may not be in initials except where they are an adopted trade name.
- e. The house number and street address or box number must be included when mail is addressed to towns or cities. (For further information see IMM)
- f. The name of the place of destination and the name of the country of destination must be written in capital letters together with the correct post code number or delivery zone number, if any. The last line of the address must show only the country name, written in full (no abbreviations) and in capital letters. If possible, the address should have no more than five lines. For example:

Mr Thomas Clark
117 Russell Drive
LONDON W1P 6HQ
GREAT BRITAIN

MS C P Apple
Apartado 3068
46807 PUERTO VALLARTA JALISCO
MEXICO

Exception: To Canada, there must be two spaces between the province abbreviation and the postal code, as shown below between "ON" and "K1A 0B1":

MS HELEN SAUNDERS
1010 CLEAR STREET
OTTAWA ON K1A 0B1
CANADA

Return Address

Due to heightened security, many foreign postal administrations require complete sender and addressee information in roman letters and Arabic numerals on postal items. The complete address of the sender, including ZIP Code and country of origin, should be shown in the upper left corner of the address side of the envelope, package, or card.

Characteristics and Content

Shape-based pricing with separate prices for letters, large envelopes (flats), and packages (small packets) aligns with the domestic First-Class Mail price structure implemented in May 2007. Country price groups for First-Class Mail International are the same as Express Mail International and Priority Mail International.

Letters

Letter prices apply to pieces that meet the following requirements:

Weight Limit

The weight limit is 3.5 ounces. (First-Class Mail International letter-size pieces over 3.5 ounces are charged First-Class Mail International flat-size prices.)

Dimensions

Letter-size mail must be rectangular and meet the following dimensions:

- a. Not less than 5-1/2 inches long or 3-1/2 inches high or 0.007-inch thick.
- b. Not more than 11-1/2 inches long or more than 6-1/8 inches high or more than 1/4-inch thick.

First-Class Mail International items must be marked "AIRMAIL/PAR AVION" or have PS Label 19-A, Par Avion Airmail, or PS Label 19-B, Par Avion Airmail, affixed to the address side of the mailpiece.

Nonmachinable Surcharge

A \$0.20 per-piece surcharge applies to a First-Class Mail International letter, regardless of weight, with one or more of the nonmachinable characteristics listed under the domestic First-Class Mail Nonmachinable Surcharge.

Privately Manufactured Postcards

Privately manufactured postcards, except picture postcards, must bear the heading Postcard.

Dimensions

Each postcard claimed at a card price must be:

- a. Rectangular
- b. Not less than 3-1/2 inches high or 5-1/2 inches long or 0.007 inch thick
- c. Not more than 4-1/4 inches high or 6 inches long or 0.016 inch thick

Note: Unenclosed cards exceeding the size limits for postcards can be mailed at the First-Class Mail International letter price if they do not exceed 4-3/4 inches high or 9-1/4 inches long.

Large Envelopes (Flats)

Large envelope (flats) prices apply to pieces that meet the following requirements:

Weight Limit

The weight limit is 4 pounds.

Dimensions

Large envelopes (flats) must meet the following dimensions and characteristics:

- a. More than 11-1/2 inches long, or more than 6-1/8 inches high or more than 1/4-inch thick
- b. Not more than 15 inches long, or more than 12 inches high, or more than 3/4-inch thick
- c. Flexible (see 243.33)
- d. Rectangular
- e. Uniformly thick as stated in 243.34

Note: The length of a large envelope (flat) is the longest dimension. The height is the dimension perpendicular to the length. A First-Class Mail International large envelope (flat) that does not meet the standards is not eligible for the large envelope (flat) size price and is charged the applicable package (small packet) price.

Minimum Flexibility

Large envelopes (flats) must be flexible.

1. Place the piece with the length parallel to the edge of a flat surface and extend the piece halfway off the surface.
2. Press down on the piece at a point 1 inch from the outer edge, in the center of the piece's length, exerting steady pressure.
3. The piece is not flexible if it cannot bend at least 1 inch vertically without being damaged.
4. The piece is flexible if it can bend at least 1 inch vertically without being damaged and it does not contain a rigid insert. No further testing is necessary.

Packages (Small Packets)

Package (small packet) prices apply to single-piece category pieces that are not eligible for letter or large envelope (flat) prices as defined above and meet the following requirements:

Weight Limit

The weight limit is 4 pounds.

Dimensions

Packages (small packets) must be within the following dimensions:

- a. Maximum length: 24 inches. Length is the longest dimension.

- b. Maximum length, height, and depth (thickness) combined: 36 inches.
- c. Minimum size: Large enough to accommodate the postage, address, customs form, and other required elements on the address side.

Rolls

Weight Limit

The weight limit is 4 pounds.

Dimensions

Rolls must be within the following dimensions:

- a. Minimum length: 4 inches.
- b. Minimum length plus twice the diameter combined: 6-3/4 inches.
- c. Maximum length: 36 inches.
- d. Maximum length plus twice the diameter combined: 42 inches.

Forever Stamp

The Forever Stamp is the domestic First-Class Mail letter price in effect on the day of use (the day of mailing). Since all international prices are higher, additional postage is needed.

Prices

First-Class Mail International prices are charged by the shape of the mail. For complete price information, go to <http://pe.usps.com>.

See the Individual Country Listings for First-Class Mail International postage prices that are applicable to specific destination countries and territorial possessions.

General

Global Express Guaranteed®(GXG®) service is an international expedited delivery service provided through an alliance with FedEx Corporation. It provides reliable, high-speed, guaranteed, and time-definite service from selected Post Office facilities in the United States to a large number of international destinations. (See Countries and Cities Served section of Publication 141, *Global Express Guaranteed Service Guide*, for destination service commitments.) Global Express Guaranteed delivery service is guaranteed to meet the specified service standards or the postage paid may be refunded. For almost all network destinations, liability insurance is provided for lost or damaged shipments.

4 Extra Services

Certified Mail

Overview

Certified Mail is a domestic-only service which provides the customer with notification that the mailed item arrived at its destination. As an additional security feature, the recipient signs for the item at the time of delivery, and the Post Office maintains a record.

Certified Mail Availability

Certified Mail service is available with the following mail services (in addition to postage):

- a. First-Class Mail service
- b. Priority Mail service

Certified Mail service is available with the following extra services (in addition to the appropriate fees):

- a. Restricted delivery service
- b. Return receipt service

Certified Mail Features

Certified Mail service offers the following features:

- a. A mailing receipt for the customer.
- b. A delivery record which includes the recipient's signature is maintained by the Post Office for a specified period of time. Customers may obtain a delivery record by purchasing Return Receipt service.
- c. Delivery status can be obtained online, by calling USPS at 1-800-222-1811 or by bulk electronic transfer

Certified Mail service does not include insurance and is not available for international mail. For valuables and irreplaceable items, the Postal Service recommends Express Mail service or insured mail.

Certified Mail Fee

The Certified Mail fee is in addition to postage. For further information, go to <http://pe.usps.com> and click on *Domestic Mail Manual (DMM)*.

Certified Mail Form

Certified Mail service requires the use of PS Form 3800, *Certified Mail Receipt*.

The image shows the back of a Certified Mail envelope and the PS Form 3800, Certified Mail Receipt. The envelope has a barcode and the text 'CERTIFIED MAIL' printed vertically. The form is titled 'U.S. Postal Service™ CERTIFIED MAIL® RECEIPT (Domestic Mail Only; No Insurance Coverage Provided)' and includes an 'OFFICIAL USE' section. The form contains fields for Postage, Certified Fee, Return Receipt Fee (Endorsement Required), Restricted Delivery Fee (Endorsement Required), and Total Postage & Fees. There is also a section for 'Sent To' with fields for Street Apt. No., or P.O. Box No., City, State, ZIP+4, and a 'Postmark Here' area. The form number 'PS Form 3800, August 2008' is printed at the bottom.

Insured Mail

Overview

A customer can insure a mailed item for up to \$5,000 against loss, damage, or theft.

Note: Insurance can cover only what the contents are worth — the actual value at the time and place of mailing. The amount of insurance coverage for loss will be the actual value, less depreciation. No claim payments are made for sentimental losses or for any expenses incurred as a result of the loss.

www.usps.com/insurance

Insurance Availability

Insurance is available with the following mail services (in addition to postage):

- a. Express Mail. Express Mail is automatically insured against loss or damage up to \$100, free of charge, and the customer may purchase additional coverage up to \$5,000 for a fee.
- b. Priority Mail
- c. First-Class Mail
- d. Parcel Post
- e. Express Mail International (EMI). EMI is automatically insured against loss or damage up to \$100, and the customer may purchase additional coverage for a fee.
- f. Priority Mail International, parcels only.

Domestic insurance is available with the following extra services (in addition to the appropriate fees):

- a. Delivery Confirmation service.
- b. Signature Confirmation service.
- c. Restricted delivery service — restricted to items insured for more than \$200.
- d. Return receipt service — restricted to items insured for more than \$200.
- e. Special Handling.
- f. Return Receipt for Merchandise — restricted to items insured for less than \$200.
- g. Parcel Airlift (PAL).

Insurance Features

Insurance offers the following features:

- a. Coverage up to \$5,000 at Post Offices against loss, damage, or theft.
- b. Coverage up to \$500 online and APCs.
- c. File domestic claims using PS Form 1000 at any Post Office or go to www.usps.com/insuranceclaims/online, or <http://www.usps.com/insuranceclaims/online/> or <http://www.usps.com/insuranceclaims/online/welcome.htm> to use the online claim option.

- d. Customers may also purchase insurance online at www.usps.com/insurance/online.htm. With insurance purchased online, you can file a claim online. However, for insurance purchased online, the maximum indemnity coverage is \$500, and a customer cannot combine insurance purchased online with insurance purchased at a Post office or USPS Approved Shipper location.

For more information and guidelines, including how to file an International Inquiry and claim go to www.usps.com/insuranceclaims.

- e. Customers may also purchase insurance online at www.usps.com/insurance/online.htm. With insurance purchased online, you can file a claim online. However, for insurance purchased online, the maximum indemnity coverage is \$500, and a customer cannot combine insurance purchased online with insurance purchased at a Post Office or USPS Approved Shipper location.

Insurance Forms

There are two forms used for insured mail:

- a. PS Form 3813, Domestic Insured Mail Receipt \$ 200 or less
- b. PS Form 3813-P, Domestic Insured Mail Receipt over \$ 200 — up to \$ 5000

Go to Postal Store (www.usps.com/shop) to order forms online.

Delivery Confirmation Service

Overview

Delivery Confirmation service provides the customer with the date and time of delivery or attempted delivery of a mailed item. It is not available for International mail.

The customer must purchase Delivery Confirmation service at time of mailing.

Delivery Confirmation Availability

Delivery Confirmation may be used with the following services:

- a. First-Class Mail Service Parcels
- b. Priority Mail Service
- c. Package Services or Parcel Select parcels — restricted to parcels measuring at least 3/4" at the thickest point, or contained in a rigid box.
- d. Standard Mail Parcels - must be less than 16 ounces and mailed at the electronic price.

Delivery Confirmation service is available with the following extra services (in addition to the appropriate fees):

- a. Insured mail.
- b. Collect on Delivery (COD).
- c. Registered Mail.
- d. Restricted delivery service — if purchased with insurance for more than \$200, COD or Registered Mail.

- e. Return receipt service, if purchased with insurance for more than \$200, COD or Registered Mail.
- f. Return receipt for merchandise.

Delivery Confirmation service is now available to most APO/FPO destinations and U.S. territories and possessions (except Puerto Rico and U.S. Virgin Islands).

Delivery Confirmation Features

Delivery Confirmation service offers the following features:

- a. Access to delivery status by going to www.usps.com or by calling Customer Service at 800-222-1811.
- b. For certified shippers, access to the delivery status by establishing an electronic link to exchange acceptance and delivery data files with the Postal Service.
- c. Delivery Confirmation service is available at a retail fee and an electronic fee. The retail fee is available at USPS-Approved Shipper locations. The electronic fee is for mailers who use online Shipping Labels or are capable of sending and receiving electronic files of their shipments. For prices go to www.usps.com/prices.

Delivery Confirmation Form

Delivery Confirmation service requires the use of PS Form 152, *Delivery Confirmation*, unless purchased online or a labeling option approved by the Postal Service.

Signature Confirmation Service

Overview

Signature Confirmation™ provides the customer with the signature of the person who accepts the mailed item, as well as with the date and time of delivery or attempted delivery of a mailed item.

The customer must purchase Signature Confirmation service at time of mailing. It is not available for International mail.

Signature Confirmation Availability

Signature Confirmation service is available with the following mail services (in addition to postage):

- a. Priority Mail.
- b. First Class Mail — Restricted to parcels.
- c. Package Services parcels — includes Parcel Post and Media Mail.

Signature Confirmation service is available with the following extra services (in addition to the appropriate fees):

- a. Insured Mail.
- b. Collect on Delivery (COD)
- c. Registered Mail.

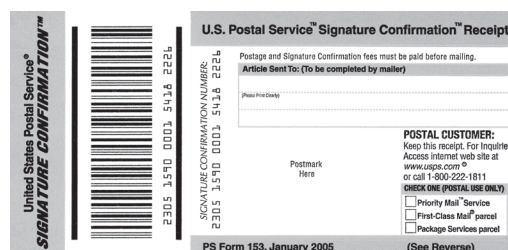
- d. Restricted delivery service, if purchased with insurance for more than \$200, COD or Registered Mail.
- e. Return receipt, if purchased with insurance for more than \$200, COD or Registered Mail.
- f. Special handling.

Note: Signature Confirmation not available to APO/FPOs or territories

Signature Confirmation Features

Signature Confirmation service offers the following features:

- a. Access to delivery status by going to www.usps.com or by calling Customer Service at 800-222-1811
- b. For certified shippers, access to the delivery status data by establishing an electronic link to exchange acceptance and delivery data files with the Postal Service.
- c. Ability to request that the Postal Service send a copy of the delivery record, including the recipient's signature, by fax or mail
- d. Signature Confirmation service is available at a retail fee and an electronic fee. The retail fee is available at USPS Approved Shipper locations. The electronic fee is for mailers who use online Shipping Labels or are capable of sending and receiving electronic files of their shipments. For further information, see www.usps.com/prices.



Signature Confirmation Form

Signature Confirmation service requires the use of PS Form 153, *Signature Confirmation* (unless purchased online) or a labeling option approved by the Postal Service.

Restricted Delivery Service

Overview

Restricted delivery service allows a mailer to request delivery only to the addressee or the addressee's authorized agent. (For example, famous people and executives of large organizations normally authorize an agent to sign for their mail.) For further information, go to <http://pe.usps.com> and click on Domestic Mail Manual (DMM).

Restricted Delivery Availability

Restricted delivery service is available with the following mail services when purchased at the time of mailing (in addition to postage):

- a. First-Class Mail, when purchased with Certified Mail, insurance for more than \$200, COD or Registered Mail
- b. Priority Mail — restricted to items having Certified Mail service or insured for more than \$200
- c. Package Services or Parcel Select if purchased at the time of mailing with insurance for more than \$200 or COD.

Restricted delivery service is available with the following extra services (in addition to the appropriate fees):

- a. Delivery Confirmation service — when the item is also insured for more than \$200
- b. Signature Confirmation service
- c. Special handling
- d. Parcel Airlift (PAL)

Return Receipt Services

Overview

Return receipt service provides the customer with proof of delivery (to whom the mail was delivered and date of delivery) along with information about the recipient's actual delivery address. A customer may purchase return receipt service either at the time of mailing or after mailing.

Return receipt service must be used with another service.

Return Receipt Availability

Return receipt service is available for:

- a. Express Mail (receive by mail [Form 3811] option only).
- b. First-Class Mail (including Priority Mail) — restricted to purchase at the time of mailing with items having Certified Mail service, COD or insured for more than \$200.
- c. Standard Mail prepared as parcels — restricted to purchase at time of mailing with items bulk insured for more than \$200.
- d. Package Services — restricted to purchase at the time of mailing with items having COD or insured for more than \$200.

Return receipt service is available with the following extra services (in addition to the appropriate fees):

- a. Delivery Confirmation — restricted to Priority Mail, First-Class Mail parcels and Package Services and Parcel Select parcels.
- b. Parcel Airlift — restricted to (PAL) (Priority Mail and Package Services).
- c. Restricted delivery
- d. Signature Confirmation — restricted to Priority Mail and Package Services and Parcel Select parcels.
- e. Special handling.

Return Receipt for Merchandise Availability

Return receipt for merchandise is available for merchandise sent as Priority Mail, Standard Mail machinable and irregular parcels, Package Services, and Parcel Select pieces.

Return Receipt for Merchandise is available with the following extra services (in addition to the appropriate fees):

- a. Delivery Confirmation
- b. Insurance (for up to \$200.00)
- c. Parcel airlift service (PAL)
- d. Special handling

Return Receipt Fee

Receiving a receipt electronically is not available for items mailed to APO/FPO addresses or U.S. territories, possessions, and freely associated states (except Puerto Rico and the U.S. Virgin Islands).

Return Receipt Forms

There are three forms used for return receipt service:

- a. PS Form 3811, Domestic Return Receipt
- b. PS Form 3811-A, Request for Delivery Information/Return Receipt After Mailing
- c. 2865 Return Receipt for International Mail

PS Form 3811 is used when the customer purchases return receipt service at the time of mailing.

PS Form 3811-A is used when the customer purchases return receipt service after mailing.

For Return Receipt service for Merchandise use the following forms:

- a. PS Form 3804, Mailing Receipt
- b. PS Form 3811, Domestic Return Receipt

PS Form 3804 is used to provide the sender with a mailing receipt and a return receipt.

For further information, go to <http://pe.usps.com> and click on Domestic Mail Manual (DMM).

5 Aviation Mail Security and Hazardous Material Guidelines

Licensee Responsibility

The licensee must comply with applicable Postal Service regulations governing mailability and preparation for mailing, as well as nonpostal laws and regulations on the shipment of particular matter.

Security of the Mail

The Postal Service is dedicated to providing a safe working environment for its employees, safeguarding the general public, and maintaining the reliability and security of the mail. Hazardous materials (HAZMAT), when improperly accepted, handled, and transported, represent a significant threat to these goals.

Once the License Agreement has been signed, the licensee will be required to sign the USPS AvSec/Hazmat Agreement for Shipping Centers stating that the licensee understands and agrees to comply with the requirements. This agreement details the responsibilities of USPS Approved Shippers. **A copy of these procedures (HAZMAT ONLY) must be accessible at all times to all USPS Approved Shipper employees who accept letters and packages.**

For additional details regarding hazardous materials and security, review the *Inquire, Inspect, Inform* DVD (included as part of the USPS-Approved Shipper start-up kit) DMM section 601.10 and Postal Service Publication 52, *Hazardous, Restricted, and Perishable Mail* (for online access information, see the section titled “Basic Information” in this chapter).

Hazardous Material Guidelines

Basic Information

The basic premise of the Postal Service mailability statute is that anything “which may kill or injure another, or injure the mails or other property,” is nonmailable. Several statutory exceptions to this rule permit mailings of otherwise nonmailable matter under specified conditions. Statutory exceptions apply to the following matter:

- a. Live scorpions
- b. Poisonous drugs and medicines
- c. Poisons for scientific use
- d. Switchblade knives
- e. Firearms
- f. Motor vehicle master keys
- g. Locksmithing devices
- h. Abortive and contraceptive devices

The statutes also provide that the Postal Service may, by regulation, permit the mailing, under required conditions of preparation and packing, of potentially harmful matter not “outwardly or of [its] own force dangerous or injurious to life, health, or property.” The standards in *DMM* 601 summarize the statutory prohibitions and exceptions. The mailability standards that apply to perishable, hazardous, and restricted matter are detailed in *DMM* 601.8, 601.9, 601.10, and 601.11.

Publication 52, *Hazardous, Restricted, and Perishable Mail*, contains additional clarification and further describes the conditions of preparation and packaging under which the Postal Service accepts for mailing potentially harmful matter that is otherwise nonmailable. Publication 52 also contains detailed information on the mailability of specific hazardous materials. The *DMM* and Publication 52 are available online:

- a. To access the *DMM*, go to <http://pe.usps.com> and click on Domestic Mail Manual (*DMM*).
- b. To access Publication 52, go to www.usps.com; click on *About USPS & News*, then *Forms & Publications*, then *Postal Periodicals and Publications*, then *Publications*, and then scroll down to the entry for Publication 52.

Refusal of Items

A Postal Service employee may refuse to accept an article from a USPS-Approved Shipper if the article is or appears to be nonmailable.

A USPS-Approved Shipper employee may refuse to accept an article from their customer if the content of the article is described by the customer to be, or is otherwise revealed to be, nonmailable.

Other Laws and Regulations

Particular matter may be mailable under Postal Service statutes and regulations, but customers may have responsibilities under nonpostal statutes and regulations concerned with possession, treatment, transmission, or transfer of such matter — e.g., 49 CFR 100-185 (Department of Transportation Regulations); the Comprehensive Drug Abuse Prevention and Control Act of 1970 (Public Law 91-513), 21 USC 801, et seq.; and the Gun Control Act of 1968 (Public Law 90-618), 18 USC 921, et seq.

Hazardous Materials

Harmful matter also includes regulated hazardous materials (as defined in *DMM* 601.10) that are likely to harm Postal Service employees or to destroy, deface, or otherwise damage mail or Postal Service equipment. This includes materials such as the following:

- a. Caustic poisons (acids and alkalies), oxidizers, or highly flammable liquids, gases, or solids.
- b. Materials that are likely, under conditions incident to transportation, to cause fires through friction, absorption of moisture, or spontaneous chemical changes or from retained heat from manufacturing or processing, including explosives or containers previously used for shipping high explosives with a liquid ingredient (such as dynamite), ammunition, fireworks, radioactive materials, matches, or articles emitting obnoxious odors

6 Mail Collection and Security

Collection

Collection of mail from a USPS Approved Shipper will be made when the mail is delivered. An additional later collection may be scheduled locally when necessary.

A scheduled collection time may be provided at the discretion of the local Post Office. The scheduled time will be determined by the USPS Approved Shipper's serving Post Office.

Security of Letters and Packages

The USPS Approved Shipper is to secure all items accepted in a storage area that is not in view of or accessible to the general public.

The USPS Approved Shipper is expected to maintain and preserve the sanctity of items to be entered into the mail.

The USPS Approved Shipper will exercise due diligence to ensure that appropriate security procedures are in place to protect items to be entered into the mail.

The USPS Approved Shipper must report all matters of security breaches and tampering to the local Postal Official in charge immediately upon identifying an occurrence.

7 Signage

The USPS Approved Shipper start-up kit includes the following four display items, which the USPS Approved Shipper must display immediately upon receipt in a prominent location to be seen by customers at the point of sale:

- a. Domestic Counter card (8-1/2" x 11"). Display on retail counter. See Exhibit 7-1 for an image of this item.
- b. Domestic and International Counter card (8-1/2" x 11"). Display on retail counter. See Exhibit 7-2 for an image of this item.
- c. Window Cling (8-1/2" x 11"). Display on exterior window or door. See Exhibit 7-3 for an image of this item.
- d. Menu Board (18" x 26"). Display in a prominent location. See Exhibit 7-4 for an image of this item.

Exhibit 7-1

Domestic CounterCard

Ship USPS® Packages Here



Express Mail®
Priority Mail®
with Delivery Confirmation™ service
with Insurance
with Signature Confirmation™ service

International Shipping
Express Mail International®
Priority Mail International®



For a full range of mailing services, visit your local Post Office™.

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Exhibit 7-2

Domestic and International CounterCard

Ship USPS® Packages Here



Express Mail®

First-Class Mail® service
add Certified Mail™

Priority Mail® service
with Delivery Confirmation™
with Insurance
with Signature Confirmation™

For a full range of mailing services, visit your local Post Office™.

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Exhibit 7-3
Window Cling



Exhibit 7-4

Menu Board

Ship USPS® Packages Here

Express Mail®**Priority Mail®**

with Delivery Confirmation™

with Insurance

with Signature Confirmation™

International Shipping

Express Mail International®

Priority Mail International®



For a full range of mailing services, visit your local Post Office™.

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8 Online Resources for USPS Approved Shipper Locations

This chapter contains information about online resources for USPS Approved Shipper locations, as shown in the following exhibits:

- a. Exhibit 8-1, Prices, Zone Charts, and Postage Statements
- b. Exhibit 8-2, Mailing Standards
- c. Exhibit 8-3, Addressing Products, Certified Vendors, Polywrap
- d. Exhibit 8-4, Publications
- e. Exhibit 8-5, Postal Service Facilities and Networks

Exhibit 8-1

Prices, Zone Charts, and Postage Statements

Information	Description	Site and Selection
Domestic Prices and Fees	Domestic prices are available in PDF (read-only), HTML, and in downloadable files.	Postal Explorer at http://pe.usps.com <ul style="list-style-type: none"> ■ Domestic Mail <ul style="list-style-type: none"> – “Notice 123, Price List” www.usps.com/prices
International Prices and Fees	General mailing information and international prices for most international services are available in PDF (read-only) and HTML.	Postal Explorer at http://pe.usps.com <ul style="list-style-type: none"> ■ International Mail www.usps.com/prices
Price Calculators	Interactive domestic and international price calculators are available for modeling or estimating postage costs.	Postal Explorer at http://pe.usps.com <ul style="list-style-type: none"> ■ Price Calculators [left column] www.usps.com/prices
Postal Zone Charts	Interactive zone charts are available for computing postage on zoned mail such as Periodicals.	Postal Explorer at http://pe.usps.com <ul style="list-style-type: none"> ■ “Zone Charts” [left column] www.usps.com/prices

Exhibit 8-2

Mailing Standard

Information	Description	Site and Selection
Mail Classification and Preparation: <ul style="list-style-type: none"> ■ <i>Domestic Mail Manual</i> ■ <i>International Mail Manual</i> 	The Postal Explorer web site provides up-to-the minute domestic and international mailing information. You can access <i>Domestic Mail Manual 200, A Guide to Mailing for Businesses and Organizations</i> ; <i>Domestic Mail Manual</i> (updated monthly); the <i>International Mail Manual</i> (updated biweekly); Quick Service Guides; zone charts; and many other publications on mailpiece design, addressing standards, and nonprofit eligibility.	Postal Explorer at http://pe.usps.com <ul style="list-style-type: none"> ■ Domestic Mail <ul style="list-style-type: none"> – “Domestic Mail Manual (DMM)” ■ International Mail <ul style="list-style-type: none"> – “International Mail Manual (IMM)”
<i>Customer Support Rulings</i>	<i>Customer Support Rulings</i> clarify the meaning of certain standards in the <i>Domestic Mail Manual</i> .	Postal Explorer at http://pe.usps.com <ul style="list-style-type: none"> ■ Domestic Mail <ul style="list-style-type: none"> – “Customer Support Rulings”

Exhibit 8-3

Addressing Products, Certified Vendors, Polywrap

Information	Description	Site and Selection
Address Change Service (ACS)	This site provides information on ACS, a system that meets the needs of business mailers with a cost-effective and efficient means of obtaining accurate change-of-address (COA) information electronically.	RIBBS at http://ribbs.usps.gov [left column] ■ “Address Change Service”
Computerized Delivery Sequence (CDS)	This site provides information on the CDS File, a 5-digit ZIP Code based electronic product that provides and updates delivery sequence address information by carrier route for qualified mailers.	RIBBS at http://ribbs.usps.gov [left column] ■ “CDS Qualification”
Labeling Lists	This site provides information and order forms to subscribe to updated electronic versions of the <i>Domestic Mail Manual</i> labeling lists used for the sortation of mail.	Postal Explorer at http://pe.usps.gov ■ “Domestic Mail Manual”
Mailpiece Quality Control (MQC)	This site provides information on MQC, a Postal Service certification program for mailpiece design for mailers and their employees. The course incorporates a self-study guide and a final exam.	Postal Explorer at http://ribbs.usps.gov [left column] ■ “Mailpiece Design”
Manifest Analysis and Certification (MAC)	This site provides publications on MAC, list of certified MAC vendors, and a list of certified MAC Gold mailers.	RIBBS at http://ribbs.usps.gov [left column] ■ “MAC”
Polywrap	This site presents a current list of approved polywrap and polywrap manufacturers.	RIBBS at http://ribbs.usps.gov [left column] ■ “Polywrap Manufacturers”
Presort Accuracy Validation and Evaluation (PAVE)	This site provides information about the PAVE program, publications, and electronic files, as well as PAVE conferences.	RIBBS at http://ribbs.usps.gov [left column] ■ “PAVE”
Vendor Information	This site provides extensive lists of various types of vendors offering certified products and services for mail preparation including CASS/MASS products, Confirmation services, MAC products, NCOA, and PAVE.	RIBBS at http://ribbs.usps.gov [left column] ■ “Vendor Information”

Exhibit 8-4

Publications

Information	Description	Site and Selection
<i>Federal Register</i>	<p>Proposed and final rules published by the Postal Service are posted on the Rapid Information Bulletin Board System (RIBBS).</p> <p>These documents provide notice of proposed and final changes to mail preparation standards, public meetings, and other official announcements.</p>	<p>RIBBS at http://ribbs.usps.gov [left column]</p> <p>■ “Federal Register Notices”</p>
<i>Postal Bulletin</i>	<p>The <i>Postal Bulletin</i> is the official source of updates to Postal Service policies and procedures. This biweekly publication is available online and in paper. It includes advance notices of updates, time-sensitive instructions, and other business information.</p> <p>The <i>Postal Bulletin</i> also includes the text of revisions to the standards in the <i>Domestic Mail Manual</i> and the <i>International Mail Manual</i>. The online version is fully searchable.</p>	www.usps.com/cpim/ftp/bulletin/pb.htm
<i>MailPro</i>	<p>The <i>MailPro</i> is a free bi-monthly newsletter for business mailers and Postal Service personnel. This newsletter presents information on <i>Domestic Mail Manual</i> revisions, classification changes, mail processing, address management, and other mailing topics.</p> <p>It is available online or by hard copy. To subscribe, mail or fax your name, title, company name, completed delivery address, and daytime telephone number to:</p> <p>MAILPRO US POSTAL SERVICE 6060 PRIMACY PKWY STE 201 MEMPHIS TN 38188-0001 Fax: (901) 681-4582</p>	http://ribbs.usps.gov

Exhibit 8-5

Postal Service Facilities and Networks

Information	Description	Site and Selection
Business Mail Entry (BME) Offices	These offices can answer questions on prices, mail preparation, mailpiece design, and mail classification. A locator lookup tool provides the address, telephone number, and fax number of each district BME office by ZIP Code.	www.usps.com/ncsc/locators/find-bme.html
Pricing and Classification Service Center (PCSC)	This center provides national mailers with guidance and support on mail preparation, mail piece design, prices eligibility, and issue classification decisions on proposed mailings before being presented at the Business Mail Entry units.	http://pe.usps.gov [left column] ■ "PSCS"
Post Offices	Post offices and stations and branches provide various levels of service and customer support. A locator lookup tool provides the address and telephone number of Post Offices and postal facilities near a specific address.	www.usps.com
Bulk Mail Center (BMC) Network	The bulk mail center page provides information about the national bulk mail center network, transportation, and drop shipment scheduling, critical entry times, and the address and telephone number of each BMC and each auxiliary service facility (ASF).	www.usps.com/bulkmailcenters

